



Nevada State Board of Massage Therapist

P.O. Box 11427

Reno, NV 89510-1427

(775) 220-8775

Email: www.nvmassagebd@state.nv.gov

Website: <http://massagetherapy.nv.gov>

Administrative Assistant

Salary Range \$28,000.00 to \$35,000.00 DOE

Location - Reno

SERIES CONCEPT

Administrative Assistants perform a broad variety of clerical, secretarial and administrative support duties as assigned by the Executive Director. Typical duties include maintaining records and files; composing and editing correspondence; data entry; office management; budget monitoring and accounts maintenance; typing and word processing; answering telephones and relaying information; reception; duplicating and distributing materials; preparing for meetings and taking minutes; ordering and stocking supplies and equipment; receiving, sorting and delivering mail; reviewing and processing applications, forms and other documents; operating office equipment such as copiers, personal computers, computer terminals, calculators, facsimile machines, printers, and other equipment; and performing related duties as assigned.

Positions allocated to this series may perform the full spectrum of duties described above, or they may specialize in one or more areas of management and program support. The work assigned to positions may range from basic clerical duties to specialized program support which may include office management. In addition, this position may perform many different combinations of duties.

CLASS CONCEPTS

ADMINISTRATIVE ASSISTANT IV: Positions at this level provide secretarial, clerical and administrative support to the Executive Director of the Board. Or, they perform specialized duties in support of a program or function which require previous knowledge and experience in the subject area. Assignments are broadly stated in terms of objectives to be met, and/or they are specialized and require the use of analytical and critical thinking to determine appropriate action. Problem resolution often requires research, comparison and examination of detailed agency/program-specific information. Errors directly affect the customized services provided to specific clientele or members of the general public; the content, quality, adequacy and timeliness of services provided; and frequently have consequences to the Board's credibility. Must interpret and explain complex regulations, laws and program requirements; convince others to take a specific course of action; and resolve difficult problems. Critical assignments are reviewed to ensure conformance to standards of quality and general acceptability. Positions at this level may or may not supervise lower level staff.

Representative duties for ADMINISTRATIVE ASSISTANT include:

Act as liaison for the Executive Director regarding agency activities, operations and programs; coordinate communications with other administrators, agency managers, leaders of external entities, community groups and the general public; defuse irate callers who insist upon speaking with the Director; schedule, organize and coordinate meetings, conferences and publicized events.

Assist the Investigation Department as directed. Receive, review and evaluate applications for licensure. Provide information in a professional manner to individuals who may be confrontational, uncooperative and unpleasant.

Perform specialized duties in support of agency programs; implement, coordinate and oversee a major component of a complex program; develop and produce informational materials as requested by the Executive Director; ensure program activities conform to established goals and policies; represent the program by participating in ongoing and ad hoc committees and work groups as assigned.

Compile, organize and consolidate financial and statistical data required to assist in the development of the budget. Analyze and reconcile numerical data and narrative information; develop spreadsheets to facilitate data analysis; compile cost sheets; prepare reports and budget documents.

Assist professional staff with projects and assignments; compile and summarize information; compose narrative reports, announcements, correspondence, findings of fact and other materials using appropriate grammar, punctuation, spelling and syntax.

Obtain and record specialized information concerning program activities and clientele and communicate with representatives of external entities as required; ensure compliance with legal requirements and procedures, agency policies and program guidelines; develop remedies for non-compliance or refer to appropriate personnel according to established procedures.

Prioritize and review work; ensure completed work products meet required timelines and standards of quality and quantity.

Organize, coordinate and attend official ceremonies, special events, recruitment fairs and other functions for the purpose of representing the Board or the Executive Director; promote positive public relations and ensure smooth operation of the event including arrangements for parking, catering, seating and other amenities.

MINIMUM QUALIFICATIONS

ADMINISTRATIVE ASSISTANT IV

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of progressively responsible relevant work experience which included experience in one or more of the following areas: providing administrative/program support to professional staff and management; performing secretarial duties in support of a manager; coordinating communications between the manager, staff and program clientele; supervision of subordinate staff; researching information from internal and external sources; **OR** one year of experience as an Administrative Assistant III; **OR** an equivalent combination of education and experience.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: functions and operation of an administrative office and/or program area. **Working knowledge of:** principles of supervision and training if applicable to the assignment; maintenance of budget and financial records if applicable to the assignment. **Ability to:** provide administrative assistance and secretarial support to a division administrator or the manager of a major work unit with responsibility for multiple programs and functions; analyze problems and develop creative solutions; supervise and oversee the work of subordinate staff as assigned; plan, develop and implement production goals, work performance standards and specific processes and procedures required to complete projects and ongoing assignments; manage the administrator's calendar as requested; receive and respond to inquiries involving complex and sensitive issues which directly impact the Board staff, operations and activities; make operational decisions related to program activities and office management within established limits of authority; interpret, apply and explain complex laws, regulations, requirements, restrictions and standards to program clientele, representatives of external entities and other agencies, and others; research and investigate complex questions and issues requiring the review and consideration of historical data, current developments and probable outcomes; compose effective correspondence, announcements, training materials, narrative summaries and reports, proposals and recommendations and other written materials; compile and analyze records, numerical and descriptive information from forms, applications, contracts, spreadsheets, invoices and other materials; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: agency mission, functions, programs, activities and operating policies; eligibility requirements, enabling statutes, and agency policies related to the program to which assigned. **Working knowledge of:** NAC 640C Statutes.

To Apply: Mail resume' to P.O. Box 11427, Reno, NV 89510-1427 or Email to locooper@lmt.nv.gov. Position open until filled.